



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit: 2154

Examiner: Patel, Ashokumar B.

In Re: Yevgeniy Petrovykh
Case: P5063
Serial No.: 09/932,033
Filed: 08/17/2001
Subject: Method and Apparatus for Intelligent Routing of Instant
Messaging Presence Protocol (IMPP) Events among a Group of
Customer Service Representatives

Commissioner for Patents
P.O. Box 1450
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Response B